

The Santa Clara City Library is strategically positioned to provide relevant educational and recreational information, in both new and traditional formats, to our diverse community through free and equal access to ideas, customer-centered services, and the use of current technology.

SCCL Mission Statement

Locations, Hours, & Phone Numbers

Central Park Library

2635 Homestead Road
Santa Clara, CA 95051

Hours

Monday-Tuesday _____ 9:00 a.m.-9:00 p.m.
Wednesday _____ 12:00 noon-9:00 p.m.
Thursday-Saturday _____ 9:00 a.m.-6:00 p.m.
Sunday _____ 1:00 p.m.-5:00 p.m.

Phone Numbers

Adult Services _____ (408) 615-2900
Circulation Services _____ (408) 615-2970
Youth Services _____ (408) 615-2916
City Librarian _____ (408) 615-2930
Outreach _____ (408) 615-2916
City Information Network _____ (408) 615-2910
Dial-A-Story _____ (408) 241-1611
Volunteer Information _____ (408) 615-2916

Mission Library Family Reading Center

1098 Lexington Street
Santa Clara, CA 95050

Hours

Monday & Wednesday _____ 10:00 a.m.-9:00 p.m.
Tuesday, Thursday, Friday _____ 10:00 a.m.-6:00 p.m.
Saturday-Sunday _____ Closed

Phone Numbers

Library Services _____ (408) 615-2964
READ Santa Clara/Literacy Tutoring _____ (408) 615-2956

A free tutoring program is provided for all English-speaking adults who want to improve their reading, writing, and math skills. For more information, or to become a learner or volunteer tutor, please call READ Santa Clara at (408) 615-2956.

Library Website: **www.library.santaclaraca.gov**



Returns, Limits, & Loan Periods

Return materials either to the Central Park Library or the Mission Library Family Reading Center. After-hours bookdrops are available at both locations. You are responsible for all materials checked out on your record until the materials are checked in by library staff.

Material checked out from other libraries in the Silicon Valley Library System may be returned here. The date returned will be noted and the items routed to the owning library for check in.

Limits on Materials:

| | |
|-------------------------|---------------|
| DVDs _____ | 5 |
| CD-ROMs _____ | 5 |
| Engravers _____ | 1 |
| Magazines _____ | 5 |
| Maps/Pamphlets ____ | 5 per subject |
| Videocassettes _____ | 5 |
| Total Item Limit. _____ | 40 |

Limits are per title unless otherwise noted.

Loan Periods:

Books, audio cassettes, CDs,
pamphlets, and engravers _____ 3 weeks

Magazines, videos,
DVDs and CD-ROMs _____ 1 week

Unless requested by another patron, most library materials are renewable. Items may be renewed in person, by phone, or on the Internet.

In the interest of providing equal access to materials, the Library reserves the right to limit renewals.

Fines & Fees

Fines for overdue items are charged to encourage the return of library materials. To avoid fines, please renew or return library materials on time. Fines begin the first day library materials are overdue and are assessed per item per day.

Patrons who provide a current e-mail address will be sent an e-mail reminder three days before an item is due. The Library also will notify you by phone or e-mail when material is overdue. Notification is a courtesy reminder; please make note of due dates to ensure library materials are returned or renewed by the due date to avoid late charges.

Fines are assessed as follows:

| | |
|------------------------------|----------------|
| Most library materials _____ | 25¢ per day |
| Interlibrary loans _____ | 50¢ per day |
| Link+ loans _____ | \$1.00 per day |

Charges of \$15.00 or more, or an incorrect address or telephone number, will prevent most Circulation functions.

As a reminder, a due date receipt is given at check-out. If this receipt is missing, call the Library (408-615-2970) for the correct due date. Please have your library card ready.

Billed items are those library materials which are lost or damaged. Charges for these items are assessed according to the cost of the material or damage. An additional processing fee is charged for lost items and items damaged beyond repair.

Fees are charged for the following:

Interlibrary loan requests (genealogy materials only) ____ \$4.00

Photocopies—Black and white only (2 payment options):

Letter or legal, cash: 15¢; vend-card: 14¢

Ledger (11"x17"), cash: 25¢; vend-card: 24¢

Printer copies, including micro-form copies (vend-card only):

Black and white _____ 14¢

Color _____ 32¢

Renewing Materials

You have many options for renewing your library materials. Materials may be renewed:

- By visiting our webpage at: www.library.santaclaraca.gov
- By using a library terminal or Internet station at the Central Park Library or the Mission Library Family Reading Center
- By library staff at the Circulation Desk.

In order to renew your library materials, you will need your library card. Individual items, or groups of items, checked out on your card may be renewed. It is important to verify that all the items you want to renew have been renewed by noting the new due dates. After renewing items by Internet, please logout and then return to your library card record to verify that your items have been renewed.

Most materials you check out are renewable unless:

- The item is on hold for another patron
- The item has been renewed the maximum times allowed:
 - DVDs, videos, CD-ROMs, magazines, music CDs, and pamphlets — one (1) renewal
 - Books and audiobooks — three (3) renewals
- The fines or bills on your library card record total \$15.00 or more.

Library materials also may be renewed by Circulation staff. Please visit the Library or phone Circulation at (408) 615-2970. Please have your library card ready.

Placing Requests on Materials

Most circulating materials that currently are checked out may be requested free by patrons with valid* Santa Clara City Library cards. You may visit the Adult Services or Youth Services Desks to place requests, or you may place your own requests:

- By visiting our webpage at: www.library.santaclaraca.gov
- By telephone at (408) 615-2900 (Adult Services) or (408) 615-2916 (Youth Services) during regular operating hours
- By using a library terminal or Internet station at the Central Park Library or the Mission Library Family Reading Center.

** A valid library card is current and has less than \$15.00 in charges.*

When you place requests, please be aware that:

- Music CDs, feature films, reference materials, magazines, and pamphlets cannot be requested.
- Only materials that are checked out, or items that are on order, may be requested. If a copy of the title is not checked out, the title cannot be requested—ask for assistance from a Librarian.
- Materials requested might not be returned on the due date.
- There are some types of materials that only can be requested with a Librarian's help. Please ask for assistance if you have any problems requesting the items you want.
- There is a limit of ten (10) requests per library card at any one time.
- The Library will notify you when your requested materials are ready for pickup.
- You may cancel requests by viewing your circulation record and selecting the Cancel option.
- The library card used to request the item must be presented to check out the item.

Library Card Information

Library cards are available at the Circulation Desk. The library card is free and may be used at both Santa Clara City Library facilities. Cards are issued to patrons:

- 18 years or older with a picture I.D. and a secondary I.D.*
- Under 18 years with a parent's or legal guardian's signature and that parent's or legal guardian's picture I.D. and a secondary I.D.*

** I.D. must be current and imprinted with first and last names.*

First-time borrowers may check out up to three (3) items.

Please bring your library card each time you visit the Library. Lost or stolen cards should be reported immediately. Current photo identification is necessary to replace a lost or stolen card. A parent or legal guardian must sign a new application and provide a photo identification to replace the card of a child under 18.

Please inform staff of name, mailing address, e-mail address, and telephone number changes. Cards are active for two years and may be renewed upon confirmation of contact information.

Borrower's Agreement

The holder of a Santa Clara City Library card may borrow circulating library materials and access the Library's Internet workstations and most subscription databases.

The Santa Clara City Library issues a library card to an individual. The card may only be used by the person to whom it has been issued. The card must be presented by the cardholder to access his or her record. The individual to whom the card is issued is responsible for the following:

- The return, in good condition, of all materials borrowed
- Payment of fines incurred for any overdue, damaged, or lost materials
- Immediately reporting a lost or stolen card and any changes in name, address, or phone number
- All charges/activity associated with the cardholder's account until the card is reported lost
- Complying with all library rules and guidelines.

Parents or guardians of a library card holder agree to be responsible for the above and to teach their child library rules and guidelines to help him or her use the card.

Information for Parents

Parents: please share with your child the importance of his/her library card and the responsibility it entails. A library card entitles your child to access all library materials, including DVDs/videos, CD-ROMs, and magazines. While in the Library, your child may access library services, including youth programs, a computer with children's games, and the Internet. Please ask a Youth Services Librarian for more information about these services. Children must be under the direct supervision of an adult at all times.

California Government Code 6267 limits the information Library staff may share with the parents or guardians of children who have a library card. In order to assist in the return of library materials and the payment of fines and bills, parents of minor children can be provided the following:

- The number of items checked out and their due dates
- The amount and details (such as author, title, and due dates) of outstanding fines and bills.

The above information is available online or in person at the Library. Your child's library card is essential in order to obtain this information.

Privacy and Confidentiality Policy

The Santa Clara City Library's commitment to privacy and confidentiality has deep roots in law, as well as in the ethics and practices of the library profession. In accordance with the American Library Association's Code of Ethics, "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

Section 6267 of the *California Government Code* provides as follows:

All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- *By a person acting within the scope of his or her duties within the administration of the library*
- *By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records*
- *By order of the appropriate superior court.*

The privacy and confidentiality policies of the Santa Clara City Library shall comply with the applicable federal, state and local laws. Records will be made available only in the event that a duly authorized request is received from a law enforcement agency.

The Santa Clara City Library:

- Creates and retains only those records required to fulfill the mission of the Library, and does not engage in practices that would place such information on public view
- Does not collect or retain any private or personally identifiable information other than that which is required to open an account; any such information will be kept confidential
- Will not sell or lease patrons' personal information to any individual or entity
- Will not share data on individuals with any third party unless compelled to do so under the law.

Radio Frequency Identification (RFID) technology is used to circulate library materials, maintain an inventory of the library collection, and secure the collection from theft. RFID tags affixed to items contain only the barcode number of the item; no personal patron information or transaction information is included on the RFID tag.

Only the City Librarian or designee is authorized to receive or comply with requests from law enforcement officers. All library staff and volunteers have been trained to refer any law enforcement inquiries to library administrators.

Individuals wishing to update or verify the accuracy of personal information may do so at the Library's Circulation Desk. To ensure security of personal data, verification of identity will be required in the form of a photo I.D. (e.g., driver's license, passport, etc.). *I.D. must be current and imprinted with first and last names.*

Policy for Public Rules of Conduct

The Santa Clara City Library and the Board of Library Trustees welcome you to read, write, research, study, and reflect in safe, clean, quiet surroundings. To ensure that all library users have a positive experience, all visitors are expected to:

Respect the right of everyone in the Library to enjoy a pleasant environment.

- Follow all library rules, policies, and procedures; comply with the requests of library staff.
- Obey all applicable federal, state, and local laws.
- Behave appropriately; *immediately* report to library staff any behavior that is disruptive, threatening, abusive, or questionable in any way.
- Strive to keep conversations quiet; use designated cell phone areas to place or receive telephone calls; take disruptive children outside.
- Individuals whose conduct or personal hygiene disturbs others will be asked to leave the Library.
- Consume all food and drinks (except containerized water) outside the Library or in the Cafe area, if purchased there.
- Turn off or disable any audible equipment *before* entering the Library.
- Respect the privacy rights of others; photography or audio and video recording in the Library requires prior written permission from Library Administration.
- Smoking is not permitted anywhere in the Library building or within 50 feet of any entrance.

Keep your Library a safe place.

- For their safety, children under age 10 must be supervised by an adult at all times.
- Secure/monitor your property; the Library is not responsible for loss or theft.
- Avoid activities on library premises that could cause injury to you or to others.
- Large, bulky items—or any item that might create a safety hazard—must be left outside the Library.
- Library entrances, exits, elevators, stairs, or aisles may not be blocked.
- Appropriate dress, including footwear, must be worn in the Library.

Treat your Library appropriately and with respect.

- Use library facility, materials, and furnishings as intended; refrain from moving furniture, sleeping, bathing, placing feet or footwear on furniture, etc.
- Malicious damage and/or destruction of library materials or property are violations of ***California Penal Code Section 594***.
- The Library facility may not be used for conducting or soliciting business; use of the library grounds requires prior written permission from Library Administration.
- The Library welcomes assistance animals with their companions; all other animals must remain outside.
- Exhibiting harmful matter to minors is a misdemeanor, whether in print or on a computer screen. (***California Penal Code Section 311.11***)

Library staff have limited resources, including time. Requests for library services should be concise and non-duplicative. Any patron deemed to be monopolizing or abusing staff resources may be asked to submit all requests in writing, to be addressed as staff time and resources permit.

Visitors to the Library are responsible for the consequences of their choices and actions. The Library retains the right to take any action necessary to ensure a safe and pleasant environment for everyone. In accordance with **Section 1013A** of the ***Santa Clara City Charter***, individuals who do not comply with these rules may lose their library privileges.